GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1865
ANSWERED ON:11.12.2008
CUSTOMER SERVICES AT DELHI AND MUMBAI AIRPORTS
Fanthome Shri Francis

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the customer satisfaction level at Delhi and Mumbai Airport,is much below the international standards;

(b) if so,the reasons therefor;

(c) the steps taken during the last three years to improve the facilities at these airports;and

(d) the steps proposed to be taken by the Government to further improve the services at these airports to bring them at par with international standard?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a) No,Sir.

(b) Does not arise.

(c) Additional terminal and air side capacity have been developed at these airports towards improving the facilities.

(d) In case of Delhi and Mumbai,agreements have been entered into under which they are obliged to improve the performance standard of the airport operations over a given time period,failing which penalties would be levied on them.